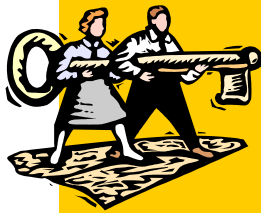


# New Bedford Local Consumer Program

The Local Consumer Program can also provide consumers with information on:

- Auto Repair Suggestions
- Auto Lemon Laws
- Used Car Warranty Laws
- Scams
- Identity Theft
- Privacy Rights
- Credit
- Debt Collection
- Consumer Rights
- Landlord/Tenant Rights
- Home Improvement



KEY INFORMATION  
CAN HELP YOU MAKE  
SMART DECISIONS!



## New Bedford Local Consumer Program

### Consumer Rights Information & Mediation Services

New Bedford Local Consumer Program  
Department of Community Services  
City Hall, Room 221  
133 William Street  
New Bedford, MA 02740

Phone: 508-961-3020  
508-979-1464  
Fax: 508-991-6262  
Email: [consumer@newbedford-ma.gov](mailto:consumer@newbedford-ma.gov)

Working in Cooperation with the Office of the  
Attorney General of Massachusetts

Working in Cooperation with the Office of  
the Attorney General of Massachusetts

Tel: 508-961-3020 / 508-979-1464

# HOW CAN THE NEW BEDFORD LOCAL CONSUMER PROGRAM HELP?

The New Bedford Local Consumer Program (LCP) operates out of the City's Department of Community Services. Funded by and working in



**Free Mediations or Referrals to Agencies That Can Help.**

cooperation with the Commonwealth of Massachusetts Office of the Attorney General, the LCP provides free information and mediation to area consumers.

## HOW DOES MEDIATION WORK?

A consumer having problems with a business may request mediation services. Staff mediators act as an intermediary between the consumer and merchant, attempting to reach a mutually acceptable solution.

**The Local Consumer Program cannot provide legal advice or representation.**

## HOW MUCH DOES IT COST?

The program is funded by the Office of the Attorney General and there are no fees or income guidelines for this program.

## WHO IS ELIGIBLE FOR MEDIATION?

- Residents of:

Acushnet	New Bedford
Assonet	North Attleboro
Attleboro	Norton
Berkley	Raynham
Dighton	Rehoboth
Dartmouth	Rochester
Fall River	Seekonk
Fairhaven	Somerset
Freetown	Swansea
Lakeville	Taunton
Marion	Wareham
Mattapoisett	Westport
Middleboro	

- Consumers filing against a business.

We **cannot** mediate if you have already initiated legal proceedings or if your complaint is against a government agency, charity or private individual.

## HOW DO I APPLY?

- Contact **508-961-3020 /508-979-1464** or **consumer@newbedford-ma.gov** to request a complaint form.
- Return the form along with **COPIES** of any documents, receipts, etc. which may help your case. **DO NOT SEND ORIGINALS.**

## WHAT HAPPENS NEXT?

Your complaint will be reviewed once all paperwork is received. If it does not fall within the LCP jurisdiction, it will be referred to an agency that can assist you. If that happens, you will be notified.

If it does fall within the purview of the LCP, staff will mediate the complaint through an informal process via phone or mail.

Please be aware that mediation is voluntary; a business has the option to refuse to participate in the process. If LCP staff are unable to resolve your complaint, you will be advised on your options, including how to file in Small Claims Court or how to contact the local Bar Association to find a private attorney.

**Nos falamos português  
Hablamos español**

**New Bedford Local Consumer Program  
Department of Community Services  
City Hall, Room 221  
133 William Street  
New Bedford, MA 02740**